

DOIT MASTER AGREEMENT NUMBER:	B-03-006	DOIT APPROVAL DATE:	1/13/04
VENDOR NAME: SBC SNET		FEIN: 06-054-26-46	
SERVICE/PRODUCT NAME: Internet Access – Dedicated Internet Service			
<p><u>SERVICE/PRODUCT DESCRIPTION:</u></p> <p>SBC SNET's Dedicated Internet Access (DIA) is a high-speed, digital, dedicated connection that provides a connection that's always available. SBC Dedicated Internet Access delivers a range of Internet access options that are faster and more reliable than conventional dial-up access. Unlike dial-up Internet access, a dedicated connection is provided from your location to SBC's IP-based backbone.</p> <p>With speeds ranging from 56Kbps to 1Gbps, SBC DIA offers a wide range of speeds can quickly transfer large data and graphics files. The SBC companies have built redundant transport facilities and alternate routing arrangements to handle maximum traffic volumes. And, we actively manage your network to find and correct problems before they can impact your business.</p> <p>SBC Dedicated Internet Access (DIA) gives you these features:</p> <ul style="list-style-type: none"> • "Always Available" Access—Your Internet connection is only a click away with SBC Dedicated Internet Access • Variety of Speed Options—SBC Dedicated Internet Access (DIA) is available in many speeds. With guaranteed bandwidth and your choice of transport speeds, you can choose the right solution to meet your specific requirements. • Secure Internet Connection—We offer strong protection against unauthorized viewers of your work. • Redundant Network Architecture—We've purposely built our network with many levels of redundancy. We also monitor the integrity of our network 24 hours a day, 7 days a week • Network Reliability—SBC Internet Services (SBCIS) is building a world-class network with a fully redundant and diversified design. • Quality—SBCIS designs and engineers all POPs. These POPs offer power back-up and limited access to help ensure security. • Customer Service and Technical Support—We provide knowledgeable IP experts, 24x7, to quickly resolve problems so you don't have to develop your own in-house expertise. <p>System Interconnection</p> <p>Every day, your users need to share information and communicate with the mainframe computer. You need to give remote offices access to corporate information and computing resources. New applications for multimedia and Internet access require higher bandwidth from your wide area network (WAN). Yet, working within the confines of your communications budget is becoming increasingly difficult.</p> <p>To bring your multiple locations together, we suggest creating a WAN using SBC (DIA).can create a</p>			

network of connections to tie your office LANs together into a corporate WAN.

With a WAN that is based on SBC Dedicated Internet Access (DIA), users in different locations can effectively collaborate on their work. The vitality and success of your business depend on your ability to send, receive, and manage data effectively. Data volume, speed, and complexity are pushing the limits of your conventional networks. With our SBC Dedicated Internet Access solution, you can feel confident that your current and future networking needs can and will be met.

- Frame Relay Service—offers one of the most cost-effective ways to get dedicated access to the Internet. Frame Relay's digital quality ensures high-speed, high-quality Internet access.
- Asynchronous Transfer Mode (ATM)—helps networks process data with the most efficient method of data transmission to date—cell relay, a fast-packet switching technology. ATM combines the reliability of circuit switching with the efficiency of packet switching, giving you the best way to deliver all types of diverse traffic—data, image, voice, and video.

SERVICE LEVELS:

Installation Intervals

Individual Case Basis

Routine Repair Intervals

Response time = Less than 30 minutes

Repair Resolution time = 2 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY

See Service Availability spreadsheet

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006						DOIT APPROVAL DATE: 1/13/2004			
VENDOR NAME: SBC SNET						VENDOR FEIN: 06-054-26-46			
SERVICE NAME: Internet Access - Dedicated Internet Service									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	12/29/03	01/13/04	1		56 Kbps Frame Relay		\$ 400.00	\$ 400.00	\$ 157.00
Add	12/29/03	01/13/04	2		128 Kbps Frame Relay		\$ 400.00	\$ 400.00	\$ 187.00
Add	12/29/03	01/13/04	3		256 Kbps Frame Relay		\$ 400.00	\$ 400.00	\$ 218.00
Add	12/29/03	01/13/04	4		384 Kbps Frame Relay		\$ 400.00	\$ 400.00	\$ 240.00
Add	12/29/03	01/13/04	5		768 Kbps Frame Relay		\$ 400.00	\$ 400.00	\$ 303.00
Add	12/29/03	01/13/04	6		1.536 Mbps Frame Relay		\$ 400.00	\$ 400.00	\$ 402.00
Add	12/29/03	01/13/04	7		1.54 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 522.75
Add	12/29/03	01/13/04	8		3 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 1,021.50
Add	12/29/03	01/13/04	9		4 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 1,356.75
Add	12/29/03	01/13/04	10		6 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 2,019.75
Add	12/29/03	01/13/04	11		10 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 3,312.75
Add	12/29/03	01/13/04	12		15 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 4,869.00
Add	12/29/03	01/13/04	13		30 Mbps ATM VBR		\$ 400.00	\$ 400.00	\$ 9,137.25
Add	12/29/03	01/13/04	14		50Mbps ATM VBR		\$0.00	\$0.00	\$10,043.33
Add	12/29/03	01/13/04	15		60 Mbps ATM VBR		\$0.00	\$0.00	\$11,924.00
Add	12/29/03	01/13/04	16		70 Mbps ATM VBR		\$0.00	\$0.00	\$13,762.00
Add	12/29/03	01/13/04	17		80 Mbps ATM VBR		\$0.00	\$0.00	\$15,557.33
Add	12/29/03	01/13/04	18		90 Mbps ATM VBR		\$0.00	\$0.00	\$17,310.00
Add	12/29/03	01/13/04	19		100 Mbps ATM VBR		\$0.00	\$0.00	\$19,020.00
Add	12/29/03	01/13/04	20		110 Mbps ATM VBR		\$0.00	\$0.00	\$20,687.33
Add	12/29/03	01/13/04	21		120Mbps ATM VBR		\$0.00	\$0.00	\$22,312.00
Add	12/29/03	01/13/04	22		130 Mbps ATM VBR		\$0.00	\$0.00	\$23,894.00
Add	12/29/03	01/13/04	23		140 Mbps ATM VBR		\$0.00	\$0.00	\$25,433.33
Add	12/29/03	01/13/04	24		Burstable OC3 50M - 155M		\$0.00	\$0.00	\$10,250.00
Add	12/29/03	01/13/04	25		Burstable Usage over 50M Min. (per Mb)		\$0.00	\$0.00	\$205.00
			26						
			27						
1.Burstable usage over 50M is billed on monthly absolute peak of the 95th percentile of usage collected at 5 minute intervals.									
2. Locations that do not currently have fiber in the adjacent public right of way may require special construction to extend SNET facilities to support optical services.									
3. Above rates do not include Frame Relay and ATM transport charges.									